

# Alvaria Workforce™ Cloud Data Access

Cloud-based call centre solutions are becoming increasingly popular because of their cost-effectiveness, flexibility and scalability. According to [Gartner](#), more than half of enterprise IT spending in key markets will shift to cloud by 2025. Unfortunately, cloud customers can become frustrated when they realize cloud data analytics is limited or when the data they want isn't updated fast enough.

Cloud customers want the ability to access their raw workforce data in a similar manner to on-premises/hosted customers. Alvaria Workforce Cloud Data Access now gives our cloud customers the ability to access more frequently updated data and the opportunity to integrate with any third party analytics tool—enabling better, more informed data-driven business decisions with complete control of workforce data analytics.

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## KEY BENEFITS

### Data Access for Advanced Analytics and Reporting

With direct access to Alvaria Workforce data, report upon metrics and gain deeper insights into common trends. Gain a clearer understanding of workforce activities and drive improvements and overall business performance.

### WFM Data Access Integrations

When coupled with data from other Alvaria and third-party products like HR or CRM platforms, workforce data provides powerful hybrid metrics that contextualise activity with outcomes. This allows for a holistic view to better identify patterns, align workforce strategies with business objectives and more.

### Data Connectivity

Get open access to Alvaria Workforce Cloud data in an industry standard format. Facilitate benchmarking and performance comparisons, identifying areas of strength and areas that require improvement.

### Data Analysis

Data access provides the opportunity to analyse trends and patterns in operations to identify areas for improvement and make data-driven decisions to improve call centre performance.

### In-House Solutions

Contact centres can use workforce data to develop internal automation or applications to streamline processes. For example, use algorithms to automate analysis of historical data to predict the best-suited agents to handle certain inquiries, or create custom applications like dashboards that provide operational insights into call centre performance.

## KEY COMPONENTS

### Public Cloud Region Support

By offering workforce data access in multiple regions and locations, organisations can better understand and manage their workforce on a global scale.

### Cloud Storage

Cost-effective cloud storage options allow organisations to minimise expenses associated with long-term data storage.

### Data Files in Parquet Format

By utilising files in parquet format, organisations can benefit from optimised storage and seamless integration with third party tools.

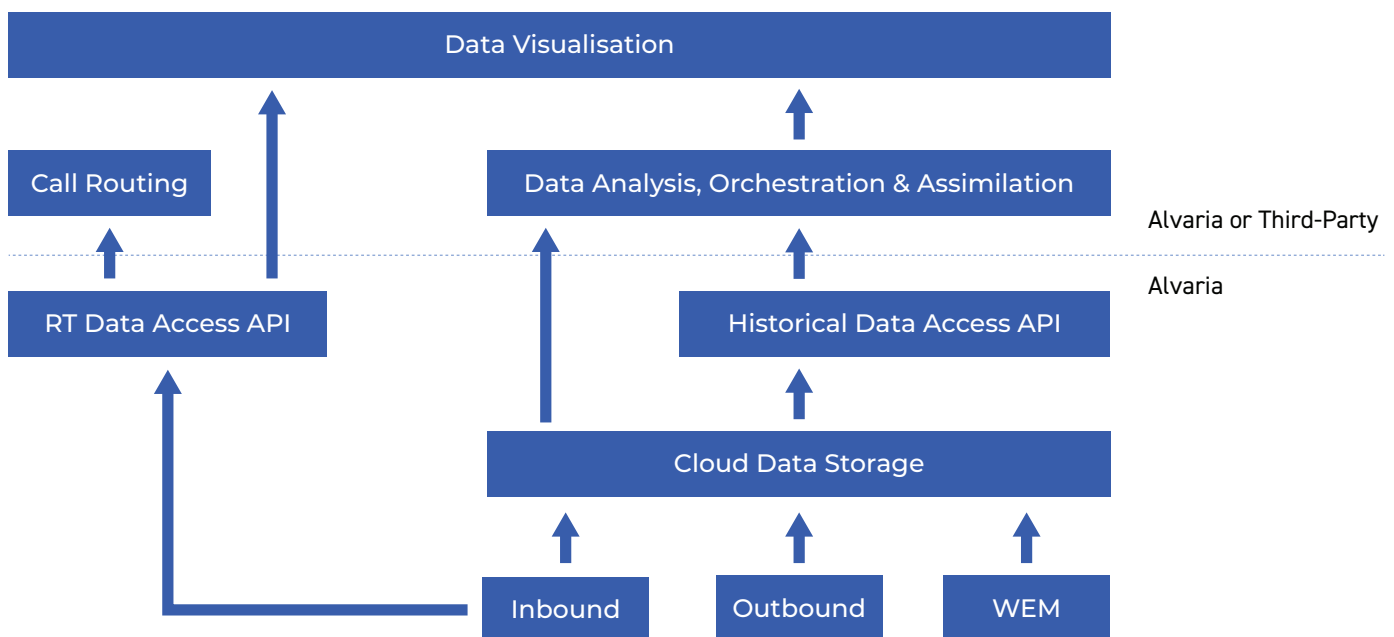
### Customized Access Control

With IAM Authentication and secure data transfer, organisations are empowered with the ability to automate various storage-related tasks and operations.

### Security and Encryption

Protect data at rest and in transit to ensure compliance with security standards — gain peace of mind for valuable data assets.

## Data Access Strategy



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## KEY FEATURES

- Provides Alvaria Workforce™ Cloud users direct access to raw workforce data
- Integration options to bring data from Alvaria Workforce to other third party BI tools
- Seamless, quick configuration and deployment
- Tailored per cloud customer and per cloud WFM instance
- Reliable and versatile storage solution for businesses of all sizes
- Allows for a holistic view of data flow
- Lower operational costs compared to maintaining on-premises hardware
- Gain insights from other leading WEM solutions with easy data integrations to Alvaria Performance™, Alvaria Quality™ and Alvaria Motivate
- Powerful hybrid metrics when coupled with data from other Alvaria and third-party connectors
- Unlimited storage capacity available upon request
- Easily define specific KPI data elements
- Increased data accessibility and support for data-driven decision-making

### About Alvaria™

Alvaria helps organisations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.

